

Customer Satisfaction Report

For the Period 4/1/2005 to 6/30/2005

Survey information by Division for CIT Surveys

Snapshot Date: 7/5/2005

Were the Consultant(s) Courteous?

"Yes" or "No" response requested. Information displays only where responses were captured.

	DCS	DCSS	DECA	DNST	Total
No	12	0	0	0	12
Yes	1300	16	32	88	1436

Did the Consultant(s) Understand the Problem/Request?

"Yes" or "No" response requested. Information displays only where responses were captured.

	DCS	DCSS	DECA	DNST	Total
No	19	0	1	0	20
Yes	1,293	16	31	88	1,428

Was the Problem/Request Resolved in a Timely Manner?

"Yes" or "No" response requested. Information displays only where responses were captured.

	DCS	DCSS	DECA	DNST	Total
No	11	0	1	0	12
Yes	1,301	16	31	88	1,436

Did You Feel that You Received Effective Support from All the Consultants Who Handled Your Problem/Request?

"Yes" or "No" response requested. Information displays only where responses were captured.

	DCS	DCSS	DECA	DNST	Total
No	6	0	0	0	6
Yes	1,306	16	32	88	1,442

Was the Problem/Request Resolved to Your Satisfaction?

"Yes" or "No" response requested. Information displays only where responses were captured.

	DCS	DCSS	DECA	DNST	Total
No	19	1	2	0	22
Yes	1,293	15	30	88	1,426

How Would You Rate Your Overall Customer Experience?

"Completely Dissatisfied", "Somewhat Dissatisfied", "Satisfied", "Very Satisfied" or "Excellent" response requested. Information displays only where responses were captured.

	DCS	DCSS	DECA	DNST	Total
Completely Dissatisfied	6	0	0	0	6
Somewhat Dissatisfied	10	1	2	0	13
Satisfied	65	1	3	7	76
Very Satisfied	215	4	5	19	243
Excellent	1,016	10	22	62	1,110

DCS

Number of Surveys Sent During Period: 22,153

Number of Surveys Returned: 1312

Rate of Return: 5.90 %

DCSS

Number of Surveys Sent During Period: 400

Number of Surveys Returned: 16

Rate of Return: 4.00 %

DECA

Number of Surveys Sent During Period: 661

Number of Surveys Returned: 32

Rate of Return: 4.80 %

DNST

Number of Surveys Sent During Period: 1,879

Number of Surveys Returned: 88

Rate of Return: 4.60 %